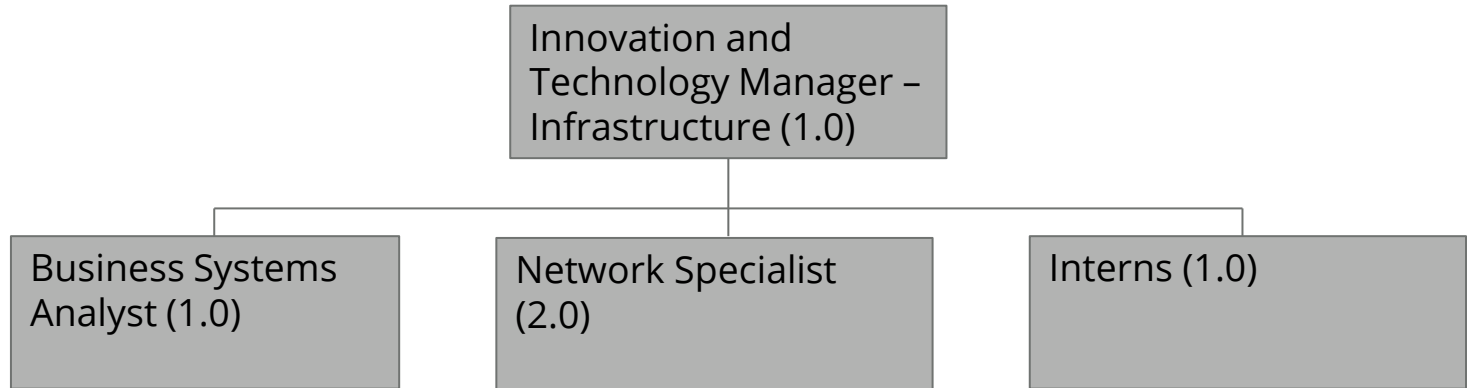# IT Infrastructure Division Presentation

## Overview

CUPERTINO

EST. 1955

# Infrastructure Team

**Infrastructure Division:** This division provides for all technology-related support for the citywide management of information technology services.

Innovation and Technology Manager – Infrastructure (1.0)

Business Systems Analyst (1.0)

Network Specialist (2.0)
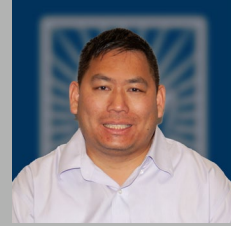
Interns (1.0)

# Infrastructure Team

**Jose Torres**
Network Specialist
(1.0)

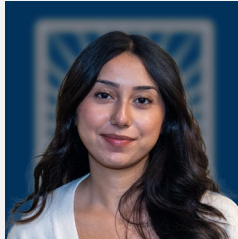**Toan Quach**
Network Specialist
(1.0)

**Quinton Adams**
Business Systems
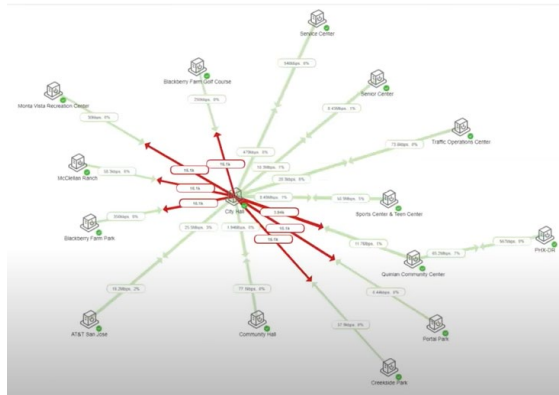Analyst (1.0)

**Tommy Yu**
Infrastructure Manager
(1.0)

**Kimberly Vo**
Intern III
(0.5)

**April DaRosa**
Intern III
(0.5)

# Infrastructure Team in action
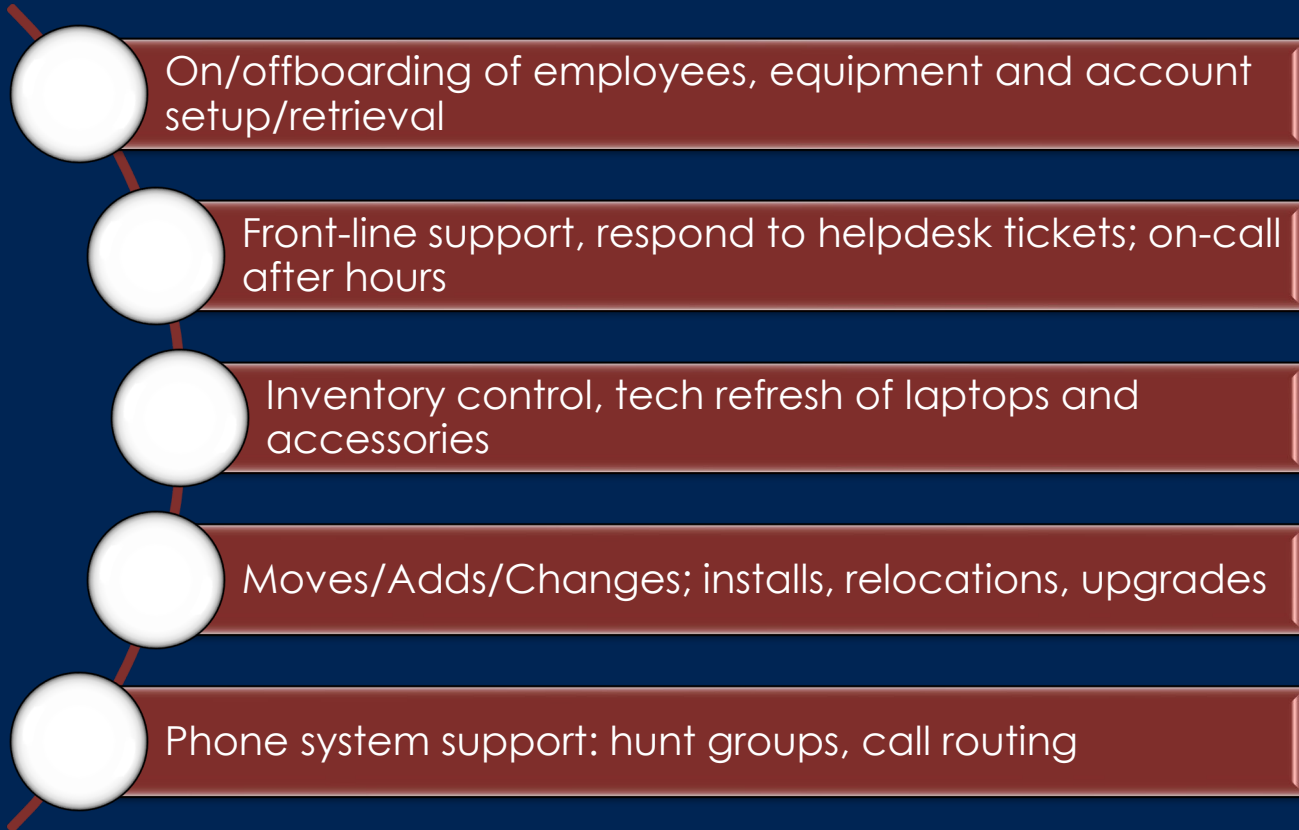
# Infrastructure Core Offerings

Helpdesk & Customer Service

System & Network administration

Security

Business Continuity

# Helpdesk & Customer Service

On/offboarding of employees, equipment and account setup/retrieval

Front-line support, respond to helpdesk tickets; on-call after hours

Inventory control, tech refresh of laptops and accessories

Moves/Adds/Changes; installs, relocations, upgrades

Phone system support: hunt groups, call routing

# Helpdesk

- ❖ 1,533 Infrastructure tickets closed (1/1/25 – 6/30/25)
- ❖ Average ~270 tickets/month

**Tickets Closed**

| Year | Tickets Closed |
|------|----------------|
| 2020 | 2417 |
| 2021 | 3877 |
| 2022 | 3407 |
| 2023 | 2538 |
| 2024 | 3933 |
| 2025 | 1533 |
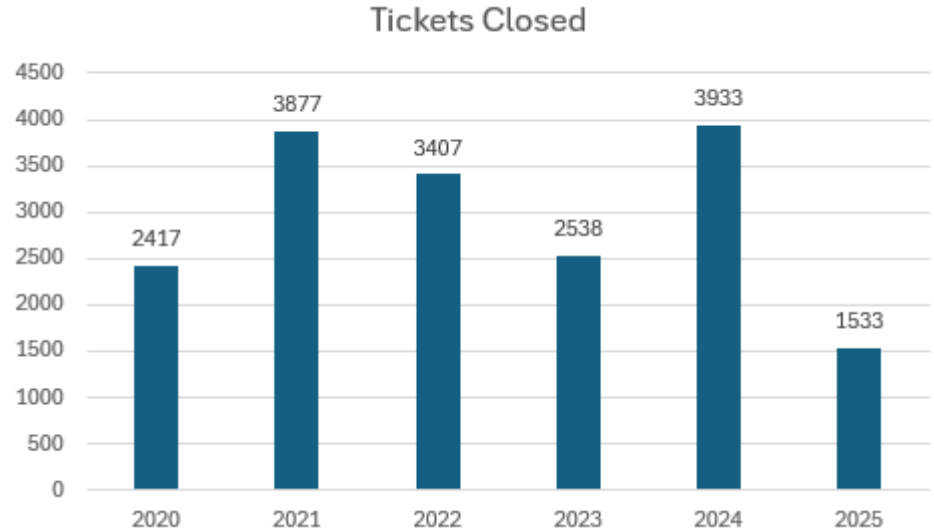
# Inventory at a glance

- Equipment and services at 14 locations
- Over 1,600+ pieces of equipment supported
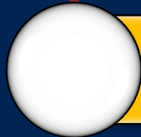- Manage licenses, support agreements

# Security

- Endpoint protection – Antivirus/Malware/Spyware; Firewalls
- Managed Detection & Response / 24x7 Security Operations Center - logs
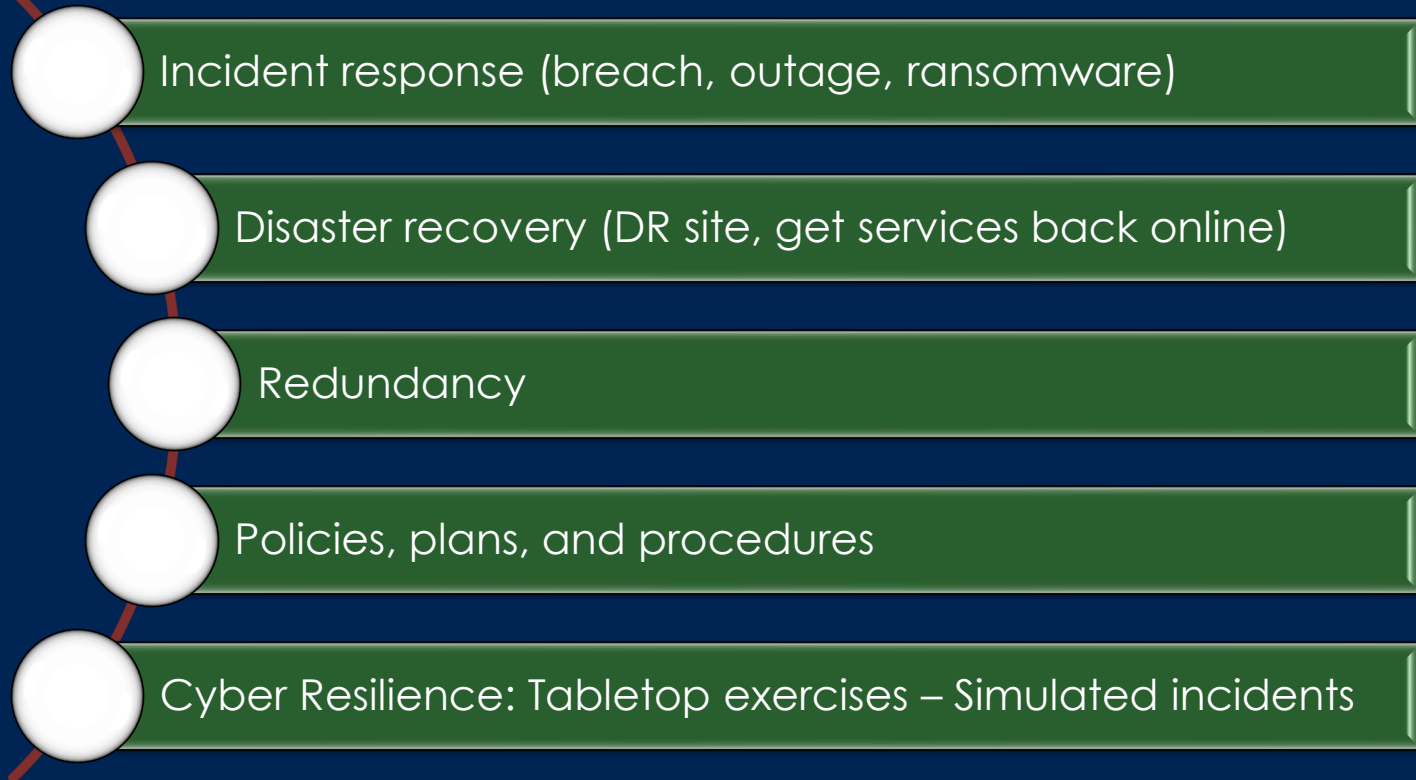- Artificial Intelligence driven Network traffic analysis
- Ongoing Phishing campaign and security training
- Multi-factor authentication / Mobile Device Management

# Business Continuity

- Incident response (breach, outage, ransomware)
- Disaster recovery (DR site, get services back online)
- Redundancy
- Policies, plans, and procedures
- Cyber Resilience: Tabletop exercises – Simulated incidents

# Training and Certifications

# Resources and Best Practices

# Project accomplishments

- ❖ Datacenter tech refresh (servers and storage)
- ❖ E-mail security enhancements and additional tools
- ❖ Policy and system security updates
- ❖ Cupertino.gov e-mail and website updates
- ❖ Cybersecurity assessment and framework review; roadmap creation
- ❖ TICC Municipal Code updates

# Upcoming Projects 2025-2026

- ❖ Phone system migration to Cloud-based platform
- ❖ Helpdesk ticketing system replacement
- ❖ Additional security upgrades/enhancement
  - ❖ Reduce cost, consolidate tools
  - ❖ Advanced patch management
  - ❖ AWS cloud security improvements
- ❖ Tech refresh:
  - ❖ Laptop migration to Windows 11
  - ❖ Firewalls, switches, wireless access points
- ❖ Cybersecurity Tabletop Exercise (partner with CISA)

# Q&A



Questions